

**CONTRACTS FINDER ADVERTISMENT**

**Project Reference 2019-373**

**INVITATION TO TENDER FOR**

**Provision of a new AHDB Intranet**

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1. **Introduction**

*AHDB*

The Agriculture and Horticulture Development Board (AHDB) is a non-departmental government body, funded by levy income from farmers, growers and others in the supply chain, and managed as an independent organisation (independent of both commercial industry and of Government). The role of the AHDB is to help improve the efficiency and competitiveness of various agriculture and horticulture sectors within the UK. Our statutory functions encompass meat and livestock (cattle, sheep and pigs) in England; horticulture, milk and potatoes in Great Britain; and cereals and oilseeds in the UK. Our purpose is to inspire our farmers, growers and industry to succeed in a rapidly changing world.

As AHDB is funded in this manner, value for money is paramount. We welcome suppliers who can offer innovative and cost-efficient solutions to meet our needs, while also offering superlative service that will enable us to create a world-class food and farming industry. Solutions should help us not only reduce costs but increase business flexibility, lift productivity, bring people together to collaborate, innovate and drive change throughout.

Further information about AHDB can be found here: <https://ahdb.org.uk/>

1. Background

AHDB’s current intranet was built almost 10 years ago by an agency as a bespoke offering for the organisation. The content management system it uses is Adobe Contribute, which is now an unsupported package, and holds a labyrinth of content which is no longer easy to navigate with no useful search function. The site itself originally was hosted by the agency but has since been migrated to an Azure environment within the AHDB Digital team who currently have sole responsibility for it.

No development has taken place for at least three years, mainly due to the complexity of how the intranet was built and developed. AHDB realises that times have changed since our original intranet was developed for us. We want to fully embrace the ways of a modern workplace and empower our employees to work effectively and collaboratively. An audit recommendation that the current intranet offering was improved has led AHDB to decide to act.

AHDB is heavily entwined with Microsoft Cloud Stack. We are licenced predominantly at E3 level with the addition of an Audio-Conferencing licence for all employees to use Skype/Teams and our on-premises infrastructure authenticates to Azure Active Directory via ADFS v3 and Azure AD Connect.

Our services with the Microsoft Cloud Stack has continuation and further development planned. Last year we migrated our on-premise SharePoint environment to SharePoint Online. SharePoint is used partially across the business but is currently used for more structured and ridged content. We are in the process of moving to online Dynamics365 for our CRM with completion due this December 2019.

Following internal planning and more recently market testing of products, it’s become clear that internal resource will not be able to deliver a solution for us in the needed timescale, so it has been decided to procure a new system.

The contract will be for an initial 4 years with options to extend thereafter on a 2-yearly basis to a total of 10 years. Commencement is to be in this financial year (1st April 2019 – 31st March 2020), ideally with installation in the same period or very soon after.

1. Services required

AHDB needs a new platform that will last a similar time period as our current intranet while keeping up with technology developments. This platform must give our c.500 staff access to:

* Contractual information e.g. expenses policy, employee handbook
  + Ability to highlight important information and updates
* Information do their jobs e.g. how to work the printers, order stationery
* News, so they are informed about what’s going on around the business
* Contacts e.g. who’s who directory
* A forum for sharing ideas, collaborating and connecting with others (socially as well as for work)

AHDB will provide all content including images. The structure must cover our requirements but how this is presented and connected is for the supplier to suggest and work with our contacts on together.

It would also be expected that a 6 monthly review would be diarised throughout the life of the contract. The format of which would depend on the amount of traffic between ourselves at that point in time.

AHDB are not averse to utilising any products or services that we currently own.

**Technical details:**

Other internal systems utilise the Microsoft Cloud Stack - SharePoint Online, Teams, Azure Active Directory, OneDrive, Forms, and Skype for Business (migration to Teams will start in January 2020). Our public facing websites utilise Orchard and Umbraco as content management systems.

Our Information Services and Facilities teams use TOPDesk for request logging of faults, support, knowledge and information.

Other existing tools requiring either links or interactivity: On-premise instance of Unit4 Business World - Agresso (currently used for raising purchase orders, HR related tasks such as performance reviews, booking annual leave and expenses), car hire, fuel manager, BUPA, TRIPS (travel booking system), and our SkillGate online training portal.

**Functionality Requirements:**

Mandatory

* Structured pages to provide information needed
* Search function – search all content and documents
* People Directory – This is the most visited part of our intranet currently. We want an A to Z of employees with a profile and picture, contact details and teams/department, which is fully searchable. To be editable by each staff member with an area they can put a bio and skills/projects they’re working on or looking for help with
* User stats and reporting – Track employee engagement over time and by department. Analyse user interactions and activity to drive higher participation and enthusiasm
* Jobs/Vacancies – Most visited section of our intranet other than the A to Z. New HR recruitment portal being developed though so this page should pull through or link through to the job vacancies but we’d also want to include leavers
* Newsfeed – the ability to share corporate news and updates (to reduce email traffic) but also allow others to share their news too. A management system will be needed to set permissions of who can post and edit
* RSS feed of news from our external sites e.g. website, Twitter, possibly other industry news sites
* Individual Logins linked to Active Directory/Azure AD
* App for mobile use
* Multiple editing rights – different teams will manage their sections so we need different administration levels
* Ability and ease to edit – editing must be very straight forward so anybody can pick it up although initial training will be provided
* Standard page templates – need a variety of them but not too many – require people to keep to the in-house style
* Custom AHDB branding
* Strong use of images and icons for ease of viewing
* Ability to resize photos for news automatically within the system
* Ability to host and view videos on pages
* Prominent links to existing tools
* Social ability – Forum for chat/groups/collaboration/fun
* Classifieds/ in house Marketplace for selling/buying items / advertising

Like to Have

* Ability to visualise alerts (e.g. Facebook/WhatsApp alerts style) or prioritise news that people see, or that people must click that they’ve read the information
* Events registration for internal events
* Existing tools fully integrated
* An interactive desk map interfacing to the People directory
* Cloud hosted
* Documents and pages with mandatory read functionality
* Approval and workflows for the posting and submissions of content
* Multi-lingual
* Push notifications via the app
* Urgent notifications broadcast method for time-critical communications
* Content tagging facility

**Build Timeframe:**

AHDB would ideally like to have the new Intranet live and in use by the 31st March, however we fully understand for a bespoke system this may not be feasible.

We would expect to see plans that include but are not limited to:

* Site structure build
* Content upload
* Testing
* Roll out to staff with training

1. **Clarifications**

If you have a specific question related to this tender please email [Ellie.King@ahdb.org.uk](mailto:Ellie.King@ahdb.org.uk) stating the tender reference 2019-373. All responses to questions received as part of the process will be recorded, anonymised and shared as an edit on this notice, so it is highly recommended that, **if you are interested in this opportunity that you select “Watch this notice” against this advertisement therein**.

1. Response

In order to facilitate and standardise responses to this tender, we have provided a form alongside this document which we require you to populate for section 1 and 3. For section 2, please provide your responses in word or PDF format, each page containing your company name and which question is referred to.

1. Mandatory requirements – you are required to fulfil certain mandatory criteria. Please confirm your ability to meet all the mandatory functional requirements listed in section 3.

If you can not meet all of them, then please do not submit a response to this tender.

1. Quality Assessment (65%)

Please provide your response to the questions below. Each element of these responses will be marked on a score of 0-5.

* + - 1. Please advise which of the additional functionality requirements you can provide
      2. Please expand on any other tools or added value features you have that would fit with this build portfolio
      3. Describe the method and level of training that staff editing the site will receive
      4. Please provide your project plan for the build/installation/implementation of the site
      5. Please provide a live demo of an app for a similar type of intranet – a link to a test site or other client sites that we can view on mobile platform and desktop versions
      6. Please advise how the proposed tool will integrate with the other systems indicated in the scope
      7. If the data be stored/hosted with the supplier, please explain how you would propose to protect it and ensure GDPR compliance is maintained
      8. Supplier Risk Section
         1. Please advise on your business continuity plans that cover anything that could affect service to AHDB
         2. Please provide the annual £ and % of your top 3 clients (anonymised).
      9. Service
         1. Please detail timescales on responses for different types of priorities that could be experienced:

Urgent – Page/link non-functional

Medium – Page/link non-functional

Low – New development or functionality

* + - * 1. What different methods will be available for support contact
        2. Do you provide a dedicated account manager or is customer service provided from a central call centre

1. Price (35%)

Please provide your quotation for the supply of the services in section 3 of the accompanying response form.

This populated response form and supporting documents should then be emailed to**:** [**Ellie.King@ahdb.org.uk**](mailto:Ellie.King@ahdb.org.uk) **by 5pm on the 6th December 2019.** Submissions will remain unopened until after the closing date and time has passed.

AHDB will then assess those eligible suppliers based on the combination criteria of Price (35%) and Quality (65%) and the proposal that achieves the overall best score will be awarded the contract.

AHDB are not obliged to return any materials submitted by interested parties before, during or after this advertised opportunity or any subsequent procurement process as a result of this tender.

Please note that AHDB will not reimburse any expenses incurred by interested parties in preparing their responses to this Tender.

1. Timetable

|  |  |
| --- | --- |
| Opportunity Published | 08/11/2019 |
| Last date for suppliers to ask clarification questions | 29/11/2019 |
| Deadline for receipt of submissions/quotes | 06/12/2019 |
| Award of contract | 20/12/2019 |
| Contract commencement | 02/01/2020 |

1. Conditions of contract

Please note that AHDB Standard Terms and Conditions will apply to the contract, a copy of which can be found on the AHDB website: <http://www.ahdb.org.uk/about/Procurement.aspx>

Tenderers are advised to familiarise themselves with these Terms and Conditions prior to submitting the proposal. The successful supplier will be required to sign a contract with AHDB before commencement of services.

The prices quoted in the response will form part of the contract.